

## **COMMITTEE ON ADMINISTRATION/INFORMATION SYSTEMS**

**February 13, 2007**

**5:30 PM**

Chairman O'Neil called the meeting to order.

Present: Alderman O'Neil, Lopez, Smith, DeVries (arrived late)

Absent: Alderman Forest

Messrs.: Jennie Angell, Mindy Salomone-Abood, Leon LaFreniere, Kevin Sheppard

Chairman O'Neil addressed item 3 of the agenda:

3. Appeal of the denial of a taxi driver's license.

On motion of Alderman Smith, duly seconded by Alderman Lopez, it was voted to enter non-public session under the provisions of RSA 91-A:3 (c).

Roll call voted was taken. Aldermen O'Neil, Lopez, Smith and DeVries voted yea. Alderman Forest was absent. The motion carried.

Chairman O'Neil called the meeting back to order.

Chairman O'Neil addressed item 4 of the agenda:

4. Presentation by Jennie Angell, Acting Director of Information Services, on Information Systems projects for 2007 and 2008.

Ms. Jennie Angell, Acting Director, stated first I'd like to give you a very brief information on my infomercial number to as I said last time going to show you how we are part of the solution...this has to do with snow emergency notification. It used to be on a night like tonight or tomorrow Highway would have extra telephone operators and they'd have to answer the phone and the question is is there a snow emergency but not everybody would call and citizens would get their cars towed and plows would be slowed down and people are unhappy. Then the new infrastructure and e-mail came in and Highway got the idea let's set up a snow emergency notification. So, they did that so constituents could contact

Highway please send me the e-mail during snow emergencies so they put them in the group and when there was a snow emergency they would send out the notification. Great...a lot of people signed up...constituents were notified but then there was someone at Highway who was having to manage this account and it was taking them as much as an hour a day during the snow season so Information Systems found out about this and I said let's automate it so we completely automated the system so now they have an automatic e-mail notification, there are fewer cars being towed, less people having to answer the phone and we save hopefully money...there are 2,537 constituents who have signed up for this notification. This is what we do, this is how we can help...Information Systems Department feels we're part of the solution. So, that's my infomercial. Any questions. The next thing...a brief staff update. I have some good news, we have an intern who started last week. He will be working for about a total of 160 hours helping us with technology rollouts. I've been in communication with the Mayor on interns and what I'm hoping to do is set up a program where we have two internships a year...one in September and one in January to help us with technology rollouts. It's a good value for the City but it's also a good program for the schools and I think this will help augment our staff at a very reasonable cost. We also got the okay at four-thirty this afternoon to hire an Application Developer so assuming everything goes fine hopefully within the next couple of weeks we will have a staff person on and that will help us move forward on our projects. I still have a Web Administrator vacancy and I don't have permission to fill that. I've also been in communication with the Mayor...he's not sure if he wants to see if we can outsource this service so I put together an RFP for that...he's looking at it and he promises me we would talk about it again next Tuesday...so that's where that is. So, right now my web projects are pretty much on hold because I don't have a direction of how they're going to get done. So, that's the staffing.

Alderman Lopez asked what are the minuses by not having...have you calculated what we're missing as a City...we don't have the personnel...is there some downfall here?

Ms. Angell replied yes and this is really on the projects. When I go through projects I can highlight those things that are on hold because we don't have a Web Administrator or will be delayed...there are a number of things. We are doing as much as we can but there's only so much we can do. On the projects...one project I forgot to put on this list...this picture...our computer room is a construction project...this is going well. We are working with Tim Clougherty of Facilities...we are getting new HVAC, new power...most of that is original to the computer room from when it was built in 1980. It's a \$175,000 project that's come in within budget and is scheduled to be completed on April 9<sup>th</sup> and we're working with Facilities on that, they're managing the project. Does everybody have the project

list I included in the agenda. The first four items I just put them in there to give you information that these are completed...that's just for your general information. If you have any questions I can talk about them but they're done. The first thing that I've got here that's highlighted the Manchester Fire Department/Manchester Police Department Computer Aided Dispatch/Records Management (CAD/RM) that is moving forward, it is within budget and we are hoping for implementation sometime this fall. Ideally, both Police and Fire should go together and together means within a couple of weeks of each other. If we bring them up separately it will cost the City more money so we're looking at this fall for that implementation.

Alderman O'Neil asked wasn't that originally a summer...I thought it was a June or July target?

Ms. Angell stated yes but I think there's concern because of vacations at that time...there's a lot of training that needs to happen. The next item the GIS system development is moving forward. You'll see one of the items in there the development of the new city wide centerline layer that is something that is required for the Police, Fire CAD...we have contracted with Camp, Dresser and McKee...they're helping us...CMK Engineering is helping with getting that particular part done and the last item under the GIS database is the development of a public GIS and possible subscription-based GIS...that is directly affected by not having a Web Administrator. The other thing on that that needs to be addressed that the Tech Committee has started looking into, it's not really technical, it's policies...we've got a lot of information in GIS and if we're going to put a public GIS server out there what items of data do you want out there for the public. The Committee has started working on that. There's a lot of information and we don't feel your constituents are going to want all of the information about them published on a public, easily accessible public web site.

Chairman O'Neil asked who makes up the Tech Committee?

Ms. Angell replied I can get you a list of names...they are the technical people like the Dave Beauchesne's, Alex Asselin from the Assessors office.

Chairman O'Neil stated you will recall we asked a number of departments to get together to talk about the possibility of the additional channel, the fourth cable access channel and we asked a number of departments to not only look at that but look at a wide range of items regarding technology and coordination of technology...this is a different committee.

Ms. Angell stated this is a committee of actually middle staff people, people who are technically, have the technical GIS skills.

Chairman O'Neil asked do you know if that second committee has been set up and has it met?

Ms. Angell replied I have no knowledge of that.

Chairman O'Neil stated Diane was helping to coordinate that before she left.

Ms. Angell asked is that going to be with Grace Sullivan?

Chairman O'Neil replied yes it was.

Ms. Angell stated I can contact Grace.

Deputy City Solicitor Arnold stated I am attempting to coordinate that now.

Chairman O'Neil stated right you are Co-Chair.

Deputy City Solicitor Arnold stated I am attempting to do so now. I've been sending out e-mails to try and get everybody together for the initial meeting.

Chairman O'Neil stated make sure Information Systems is part of that. We'd like to see the group getting going, thank you.

Alderman DeVries stated just before we move onto the next section I want to back you up if I could, Jennie, to the city wide city street centerlines...the mapping that needs to happen to facilitate the Police/Fire CAD system. Is that the existing centerlines which isn't always a direct correlation to true right-of-way centerlines.

Ms. Angell stated I believe so. It's something that needed to be done for the Computer Aided Dispatch. What was there wasn't completely correct. I'm not exactly sure there's different ways of doing it so CDM is getting right for us. I can get back to you with that.

Alderman DeVries stated I know I'm way out of your field of expertise so it's not a fair question of you but I'm just curious because I know we have a lot of streets that wander in and out of right-of-way centerlines.

Ms. Angell stated what I can do is have someone call you tomorrow.

Alderman DeVries stated sure...I'll speak with you after then, thanks.

Ms. Angell stated the motor vehicle system replacement/upgrade...this is a requirement because the State Department of Motor Vehicle changes. We have a request into CIP for \$176,000. Joan Porter expects implementation of this in March of 2008 and it is required. There are a couple of different options. There is a state option that was designed for the small towns, it's not really an option for the City, it doesn't fulfill the needs of the City and Joan would need considerably more staff so we're looking at purchasing a system from an interware or one of the vendors and that's what that's for. If she doesn't do that we lose her revenue, she loses agency fees so it's really not an option to not do it.

Chairman O'Neil stated you mentioned that there's a request...is that something that was funded in this year's CIP?

Ms. Angell replied it's in this upcoming budget process in CIP.

Chairman O'Neil asked is that a bonded item or a cash item.

Ms. Angell replied I believe it's cash.

Alderman Lopez stated I would say cash.

Chairman O'Neil asked could you get us a little background on that?

Ms. Angell state sure I can send you the background...do you want me to send it to you through City Clerk.

Chairman O'Neil stated to the Committee that would be good.

Alderman DeVries stated I was looking to follow-up on that as well because there's a little matter call an issue of a 28A where the state isn't suppose to be passing legislation that has a cost item for municipalities and if the legislation is not appropriate and only is a non-cost item for smaller towns that has cost items for us I wonder if there's a challenge to delay that implementation to allow that to be addressed legislatively.

Ms. Angell stated actually there are a few things going on with this and one of them is the state has their own system and they would like to use the system that they're offering but it doesn't do all of the needs that the City has that this system's designed for...generally, they're designed for the smaller towns. So, there are the third party vendors who need to be certified...the state is requiring

them to certify before they'll accept them. Two vendors have certified...Interware and Avitar are two of the vendors the state has certified...there's one more vendor MuniSmart who does a lot of municipal software...they have yet to certify and I know there was some meetings today at the state fighting for their right to certify because there was discussion of the state shutting them off so that would be another competitor that the state wouldn't be allowing to participate in this market which we feel is in our best interests to have as many competitors with a good system because it helps keep the price down.

Alderman DeVries stated what I'm understanding from you is part of the increased costs is an elective process for the City of Manchester because our software will do more than what has been given to us by the state.

Ms. Angell stated yes but if we don't do it we'll have the increased staffing costs and decreased constituents services so we really do have to do something.

Alderman DeVries stated thank you I look forward to your update.

Chairman O'Neil asked what are the three?

Ms. Angell replied InterWare, Avitar...those two are certified and MuniSmart is still trying to be certified.

Alderman Lopez stated I just want to follow-up on Alderman DeVries' question. The \$176,000 just because the state is saying we have to do this and now a new law is going into effect I think we need and I think the Chairman asked for some backup information because when it goes to CIP we should make sure that we can't recoup it as far as getting that \$176,000 back from the state in whatever way because they're mandating us to do something that's costing us, it's their program and they're throwing it down so before the Committee in CIP and I don't sit on that Committee but I'm sure that we're going to question quite a bit of it to make sure that we're not just spending \$176,000 in case we don't have to...the state will reimburse us or maybe we just work out something that we take \$176,000 of the money we send up there...I don't know but we should have all the answers before we spend it.

Ms. Angell stated I will send it all...I have a fairly large packet that went to CIP, I will send it onto Matt. The next item I have is new or upgraded city wide dial tone services. The City's Centrex contract, which is the contract with Verizon that provides dial tone services to 748 lines within the City, is up in February 2008. We've done a number of these contracts over the years and typically we spend about a year before so we have already started researching what our options are to

go forward so when the contract is up we have a solution. We've already started talking with Verizon, we've talked with other vendors. We are in a state of transition...you've got voice over IP, we've got traditional dial tone...there are a lot of different plans and programs out there so we are researching that. As I said the City has 748 lines...we spend on dial tone and in-state services about \$225,000/year. Of those 748 lines only 235 are actually City and the rest of them are Airport, Parks, Retirement, School, Water...the different enterprises. So, we've got 235 non-enterprise lines with a total of 748 lines that are under this contract. It's in about 90 buildings all over the City.

Chairman O'Neil stated that seems out of whack.

Ms. Angell stated you've got Airport with 125 lines.

Chairman O'Neil stated at some point but not for tonight...can we get a breakdown...it just seems out of whack.

Ms. Angell stated you don't think we have enough lines.

Chairman O'Neil stated no it seems like the number of lines at enterprises greatly outweigh general city services. I want to make sure...there's 748 lines.

Ms. Angell stated I can give you the list.

Chairman O'Neil stated 235 are City and the balance of them are enterprise, which is City.

Ms. Angell stated enterprise or school...school has 285 lines.

Chairman O'Neil stated okay.

Ms. Angell reiterated school has 285 non-city lines.

Chairman O'Neil asked have we ever taken a look at...many cities use instead of a number with a switchboard and then you pass off the direct dial.

Ms. Angell stated DID trunk.

Chairman O'Neil stated is that's what it's called.

Ms. Angell stated yes.

Chairman O'Neil asked have we ever looked at that?

Ms. Angell replied yes. We'll be looking at that.

Chairman O'Neil stated we'll be looking at that this time.

Ms. Angell stated yes. There are a number of different approaches and we looked and we've done this several times in the past for other contracts, we look at all approaches and come up with what we feel is the most cost-effective for the service for the technology that is there because also if you start changing what you do you may also be looking at having to change phone systems. So, you want to have a migration path but you don't want to suddenly be saddled with a couple hundred thousand dollars or hardware.

Chairman O'Neil stated I don't know the last system we've bought...what department...but, are we buying systems that might give us flexibility to go either way?

Ms. Angell replied yes. The systems that we are buying now are all voice over IP capable and we are looking at seeing what we can do to leverage that without compromising the quality of service because we also don't want to be in a situation where the network's down and we can't get Police and Fire calls through so we need to balance reliability costs.

Chairman O'Neil asked what would it take to take it to that level? Is it just specifically costs? I want to call Kevin Sheppard directly and he hands out a business card that says 624-6441 or something like that.

Ms. Angell replied okay there is a monthly fee for every telephone number. So, with our Centrex we have what is considered highbred. So we have Centrex numbers which is really a business deal but it's a telephone...like in our office we have six lines but we have something like 22 phones because we have phones in the computer room, we have phones all over...and a pure Centrex where you could have direct and we're dialing I would have 22 phone numbers. I would have to pay for 22 phone numbers where I'm only paying now for 6.

Chairman O'Neil asked can more than 6 employees be on?

Ms. Angell replied no, not more than 6 employees but statistically we haven't had that problem and when we start running into that we add a line. So, we look at all of these things.



Chairman O'Neil stated this might be a good future presentation here.

Ms. Angell stated right.

Chairman O'Neil stated because private industry has gone to direct lines.

Ms. Angell stated in some cases but not in all.

Chairman O'Neil stated many try to eliminate some of the support services required.

Ms. Angell stated right but we can do some of that with auto intended voice mail and go directly into and most departments have that capability and it's a choice of the department head whether they implement it or not.

Chairman O'Neil stated that might be a good future discussion.

Ms. Angell stated when we get a little closer right now we're at the beginning stages.

Chairman O'Neil stated maybe a presentation sometime later in the spring might be good. Thank you.

Ms. Angell stated the next item...the City's web site upgrade...as I said before that is one of those things that we have an underlying upgrade of the soft ware that's ready to go. I don't have a Web Administrator to do that so that is on hold. The next item...development of building permits.

Alderman Smith stated I'd like to go back to the Web Administrator...apparently, you've been negotiating with the Mayor.

Ms. Angell stated discussing.

Alderman Smith stated discussion alright...what pay grade would that be and it seems like it's holding up somewhat of your projects for 2007-2008.

Ms. Angell stated yes it is...it's a pay grade 21.

Alderman Smith asked what would it be on a yearly basis?

Ms. Angell replied it depends...between \$55,000 and \$70,000 a year. I can get back to you with specifics; I don't have the tables with me.

Alderman Smith stated in the discussions with the Mayor what were his reasons for not filling it...he wants you to consolidate with other personnel or what?

Ms. Angell replied no he's got thoughts that...he's wondering if it might be less expensive to outsource or he might be looking for...I'm not sure. He hasn't communicated all of his thoughts but he did want to price it out to see if it would be less expensive to outsource it.

Alderman Smith stated if you could follow that up. I'm very interested in this because if we're spending money for Information Systems upgrades I'd like to see us go all the way with it and I think the Web Administrator is very important and it seems like it's not only going to hold up a couple of projects in my opinion. So, if you could get some information and probably talk with the individuals and come back to us...have you been before CIP with this or just private discussions with the Mayor?

Ms. Angell replied the thing with the Mayor is I have a Web Administrator position that is funded at least this year but I can't fill it until I get permission from the Mayor because all positions are frozen until he gives permission to fill them.

Alderman Lopez stated to follow-up when Diane was here and I don't know if you hold the same philosophy that contracting out could cost you more money and that's the reason why we have a Web Administrator.

Ms. Angell stated yes. What I did when I put the RFP together since we're looking to see if we could save money I put everything in it and there's a lot of stuff in the RFP but the Web Administrator did do a lot of thing such as answering Web Administrator e-mails. We get a hundred e-mails a day to the Web Administrator and a lot of that has to do with where do I find this or it has nothing to do with the web site it has to do with the City and somebody has to respond to them so we would forward them off to him for the best of his ability to make sure the constituents were responded to. There weren't a hundred legitimate e-mails, you get a lot of junk going to web administrators but people's e-mails...you can have Hot Mail e-mails...you can't tell if it's a legitimate e-mail account until you open it so somebody has got to go through it, open them, read them.

Alderman Lopez stated follow up with the Mayor next week at your appointment.

Chairman O'Neil asked do we have any idea...have you asked HR to take a look. Is the salary competitive for the position?

Ms. Angell replied we haven't looked at that at this point. Our Web Administrator went to the City of Nashua and he's making more than 10% more than he was making here.

Chairman O'Neil stated it might be something to have a discussion with the HR Director to see if it's competitive and we need to with many of the positions.

Ms. Angell stated right the Applications Developer we just got permission to hire is at a grade 10.

Alderman DeVries stated a little clarification on the Web Administrator at a salary grade 21 answering or looking at e-mails that are sent for lack of a specific department to send them to and sorting through and deciding where to forward them on to. It just doesn't seem appropriate to me that somebody at that salary grade is doing what sounds menial.

Ms. Angell stated I would agree but then I had a conversation with Brian O'Neill, Assistant Airport Director, who's in charge of the Airport web site...he answers all of the Web Master e-mails and I said well you're paid an awful lot of money to be answering Web Master e-mail and he says yes but when they tried to have someone else do it you didn't like the answers they were giving. So, he went took it upon himself to answer the Web Master e-mails that come into the Airport. I do agree that may not be the most appropriate place for those e-mails to go. I did present that to the Mayor. There's a whole section of the RFP that I created for outsourcing web services of items that could possibly done by somebody else that our Web Master was doing but the issue is somebody needs to be doing these whether it's the City's Web Master or a Chief Information Officer or something... somebody has to be doing these things.

Alderman DeVries stated certainly I don't know if that's a job for the interns but it could be. The Web Master typically would be doing design work, is that correct?

Ms. Angell replied the Web Master would be doing design work, training, plug ins, helping people with new tools so they can do things like the snowstorm emergency line, GIS interfaces, HTE interfaces. Online payments...this is something that's being held up by the web. It's creating interfaces into HTE, expansion of online payments, webification of dog licensing including online payments, webification of parking tickets including online payments.

Alderman Lopez stated you say online payments that's revenue coming in so you're telling me that we're losing revenue right now in that particular area.

Ms. Angell stated the thing with parking tickets and I don't have...I'm sure Brandy could give you more information...I don't have details on this. The thing with parking tickets and a lot of other communities do this if you can pay your parking tickets online anything you can do to make it easier to pay your parking tickets especially for people who are out-of-town or if you're staring at a parking ticket and it's \$10 today but if I wait until tomorrow it's \$25 well let me pay it today...those types of things.

Alderman Lopez stated but they're not losing the revenue.

Ms. Angell stated no they're not losing the revenue.

Alderman Lopez stated I just wanted to clarify that in my own mind, thank you.

Ms. Angell stated going down to HTE interfaces we have the Application Develop so this interfaces cash receipts and interfaces into Maximo and that is what Facilities...that's Facilities new work order system. They're waiting for an Application Developer.

Chairman O'Neil stated Maximo is their new software.

Ms. Angell stated Maximo is their facility maintenance software that manages all of their buildings and now what they're having to do is enter their purchase order request twice into Maximo and again into HTE.

Chairman O'Neil stated HTE is mentioned throughout your report and this goes back to when I asked you earlier you were talking about the motor vehicle replacement upgrade software and I just wrote down those companies name just to Google them and learn a little bit about them. Can you provide at some point just who else...all we know is HTE but I'm just curious what other software is out there?

Ms. Angell stated so you want a complete list of all the different softwares.

Chairman O'Neil stated I don't know if the others do but it seems that everything we touch with HTE it's never compatible.

Ms. Angell stated HTE is a large financial system. It's a mature financial system so interfacing with it is not the easiest thing which is not unusual with large enterprise systems. I'm not trying to say anything to defend it I'm sure there are

systems out there that are newer, that would be easier to interface with...migrating or changing financial systems is no small task it would probably cost a million plus.

Chairman O'Neil stated I'm just curious who else is out there...that's what I'm looking for.

Ms. Angell stated you want to know who else is out there for financial systems.

Chairman O'Neil stated who would be comparable to HTE.

Alderman Lopez stated in looking at your list going down...is there a priority list as to what the Web Master would do as number one. Naturally these are all projects for 2007 and 2008 but there's no time, I don't know what the priority number one is. If you had a Web Master today would he just tackle all of this as a group or would there be priorities?

Ms. Angell replied there would be priorities. You have those things that are schedule driven and those that are as time. I can put together a list for you. The other web projects whether their schedule driven from another project, sometimes another project will drive their schedule and then sometimes it's fitting it in between everything else.

Alderman Lopez stated they have to complete one thing before they move onto the other...they can't go in the middle.

Ms. Angell stated sometimes somebody comes up with funding for something. I can do that. The next item we have...Youth Services case management...that was a project that was being done by one of our Application Developer's who left and currently it's status is on hold. Electronic document management...Finance did request CIP funding. This has been requested many times over the last few years. Currently this is on hold.

Chairman O'Neil stated it's on hold because it's not funded.

Ms. Angell stated it's not funded but it needs to be...someone needs to be able to spend time analyzing it and developing it as a project.

Alderman Lopez stated it's been seven years that I know of.

Ms. Angell stated the electronic document...just as a note with the new GIS that could be pulled in so if you have documents like Highway has scanned in old maps, you've got a lot of documents from the Building Department those can be hooked into the GIS properties so that is something that could be very useful. We do any on-going support and maintenance of other departmental software applications and there's a brief list here of the towing, international affairs, subpoenas and just things that are on going. The next item SunGard HTE system support...we talked a little bit about this last year as one of our major projects. This has to do with tolerance and redundancy...we need to do an upgrade of the iSeries upgrade with the software and we have not been able to get to this because of staffing. We are working/talking with some contractors to get some contract assistance to get this done. Infrastructure improvements...the Library is working on getting grant money for some WiFi hotspots in the Library. We need to upgrade the city wide firewalls for reliability and that we will do when we have time, we need to do failover for the internet and that's another reliability issue and we'll do that when we have time. We have network connection going to the Elliot and CMC for the ambulance services and that's in process and MCTV connectivity to EOC and the Rines and that's in process right now also.

Chairman O'Neil stated the connection to the Elliot and CMC can you provide us a summary of what that is...not tonight. We're under a contract is that something they should be paying for?

Ms. Angell replied no this is for the ambulance service. So when the ambulance goes to CMC or the Elliot with a patient they have to stay there until the patient is actually seen by a doctor but they have paperwork so a computer will be set up that's tied directly to the City's CAD system so they can do all of their paperwork.

Chairman O'Neil stated then my question is is that their responsibility, they're under contract with us, is that their responsibility?

Ms. Angell replied that's not my understanding but I can get more information.

Chairman O'Neil stated that would be helpful, thank you.

Ms. Angell stated Server operating system upgrades to Windows 2003 that's required for security reasons. On desktop support installing enterprise antivirus software on handhelds...that's a time thing, we haven't gotten to it but it is a reliability issue. Upgrading exchange e-mail for all city users...those of you that have city e-mail you'll notice this it's in process now...those who will be affected

most are you remote users like yourselves...you will finally get an interface that looks like the interface that we have in the office where it's much better, you'll like it.

Chairman O'Neil asked will it have spellcheck?

Ms. Angell replied I think it will, I hope so and you'll be able to e-mail to your groups and all of the that. It will be better. It also sets us up to be able to take advantage of some of the capabilities...some of your Smart Phones so you'll be able to get your e-mail on your Smart Phones. The upgrades to the desktop upgrades for 2003 and PC's older than five years the intern is helping us get this done so that is moving forward and that's an on-going every year thing so we always have something being upgraded.

Chairman O'Neil asked is there any movement at all to...how is the decision made whether somebody has a laptop versus a desktop?

Ms. Angell replied what we do is when we go into an office I have a database...I know what's in every office for equipment and so when we go into an office and say okay I'm going to upgrade "X" amount of machines and I'm upgrading five and six year old PC's that are being used as desktops...not if they're doing some special thing but a desktop so we go in and look and verify that our database is correct and then we look at what people have and a lot of times they want to bounce the machines around because they want the power users to get the new machine but then at the time I also ask them okay is this what is most appropriate, might it be more appropriate for you to have a laptop in a couple of places because certain managers, people who do presentations they may do better with a laptop so we look at it at that point in time and we make a decision. If it makes more sense to get a laptop that's what we do.

Chairman O'Neil asked off the top of your head is there much of a price difference?

Ms. Angell replied there is...well, not that much anymore. It might be about 25%. Laptops don't really last as long they have a harder life just because they're moved around where the desktops we're replacing their five years, six years old...laptops generally don't go that long but we look at what people are doing and we talk to them.

Chairman O'Neil stated that's good to hear, thank you.

Ms. Angell stated late spring we'll be looking at Microsoft Vista possibly and what we did is we are on Windows 2000...we skipped XP because XP was problematic in the enterprise...you'd log on and have not drives which is a support issue but we are planning to go to Vista.

Chairman O'Neil stated for those like me that have no clue what Vista is.

Ms. Angell stated that's the new latest operating system that has just been released by Microsoft. We will wait until the first service release comes out but we will have to start that process...we haven't decided if we're going to do upgrades or we're just going to roll it out as we do new machines...that's something we have to decide. On proposed projects we've got some new projects that are hanging out there and it will depend on...these are those unscheduled projects...we try not to let them be on schedule but they could come to fruition and includes a new parking ticket system including field devices, a parking management system including parking permits, new internal lockbox...there's discussion about moving the Parking Division...what I don't have on here...consolidated purchasing...talked to me about getting some presence on the intranet site and more presence on the external website.

Chairman O'Neil stated on the first item...new parking ticket system...isn't that system fairly new now?

Ms. Angell replied I'm not sure the day it went in...it's a few years old as systems go. I think this is something that Brandy Stanley is looking into. They've had some demos so this is just something.

Chairman O'Neil stated I thought that in recent years we just purchased this system.

Ms. Angell stated I can get you the date.

Chairman O'Neil stated I want to say within the last two or three years.

Ms. Angell stated I bet you it's a little longer than that.

Chairman O'Neil stated it could be but it seems like not all that long ago but that would be great. Any questions for Jennie.

Alderman DeVries stated now that we're at the end of your presentation I'll back you up just to the discussion on the SunGard and if I understood that at the end you made a very quick comment about outsourcing that.



Ms. Angell stated what we are doing is we need to create the operating system on the system that is in the main computer room and the backup system so we are looking to contract those services out to get it upgraded...for somebody to come in and help us do it.

Alderman DeVries stated if I caught you before you mentioned the outsourcing you said because of staffing issues.

Ms. Angell stated we had talked about this last year going through the budget process because there's software that we have not gotten installed yet that allows for real time failover for our disaster recovery site in the event that the system that HTE resides on fails for one reason or another. We have the system that's at the disaster recovery site, we don't have the software installed on it yet but before we can do it at this point because there have been upgrades we need to upgrade the operating systems of both of them...it has not been done so I am looking to contract to get it done.

Alderman DeVries stated maybe I can be a little bit more explicit with my question for you and I guess I am trying to put you on the spot...are we paying more for outsourcing of this than we would have if we paid attention to staffing.

Ms. Angell stated I don't think so. On this particular thing outsourcing is a good thing.

Chairman O'Neil asked are there any more questions. There were none. There's a lot going on we've asked here and there for some different information that might be helpful and I do think that at some point and maybe you and I can coordinate a good time to talk about our phone system...that might be a good...I know other cities use direct dial internally for various reasons and there's probably pros and cons with it...that may not be the right term.

Ms. Angell stated direct inward dialing.

Chairman O'Neil stated it might be worth talking about what our options really are so maybe we can coordinate it later in the spring but thanks for your efforts you've got a lot going on with limited staff...well done.

Chairman O'Neil addressed item 5 of the agenda:

5. Purchasing Division progress report submitted by Mindy Salomone-Abood, Public Works Purchasing Agent.

Ms. Salomone-Abood stated basically everything is submitted in the letter.

Chairman O'Neil asked Lisa is physically with you at Public Works, good.

Ms. Salomone-Abood stated we've been going over boilerplates and standardizing our forms that we already have in place so that other City departments can utilize that. We're getting ready to send out our spring bids which come to find out a lot of the City departments already use them.

Chairman O'Neil stated are using your bids.

Ms. Salomone-Abood stated yes for those construction projects...Water Works uses it for our aggregate, sometimes our pipes.

Chairman O'Neil asked will you be able to and I don't know if you have to do this manually or if we have some way of tracking this electronically...when they are using...how would you know if a department is actually going to come off a bid you went out on?

Ms. Salomone-Abood replied there is a bid module system in the HTE that has not been developed...that is something that we're trying to look into so once that gets going there might be something potentially on there but at this point.

Chairman O'Neil asked would it be helpful if we took some kind of vote to encourage departments that if they do to coordinate with you so you can at least track it...not to interfere with them but it would just be good to know who's taking advantage of what, how much?

Ms. Salomone-Abood stated we could get information from the vendors possibly...the contracts are on HTE too. We could look up purchase orders and stuff.

Chairman O'Neil stated I'm not trying to create...it would just be good for us to know as we move forward. Thank you.

Alderman Lopez stated what I don't see on the report is the spending and income on the finance portion of the purchasing. Has Lisa worked with Finance to give some type of report and see how we stand. It's a \$200,000 spending project we have here as far as the revenue...where are the revenues coming from...it might be too early in the game to do that but as we go into the budget for next year are we looking at a \$200,000 expense without any revenue...I'm interested in that.

Ms. Salomone-Abood stated I think the revenue was suppose to come from the P-cards.

Alderman Lopez stated that's my point...the report should be part of your report because she's part of the Highway Department.

Ms. Salomone-Abood stated I believe that was...in the last meeting...that that was separated from the coordinated purchasing and the P-card portion of it is vested in the Finance Department.

Alderman Lopez stated I understand that but somebody's got to give us a report and if she's part of your division then she should e giving you the report.

Chairman O'Neil interjected she's not doing that anymore. She's working with Mindy on the coordinated purchasing.

Alderman Lopez stated so she has nothing to do with Finance.

Chairman O'Neil stated correct that report should come from the Finance Department.

Alderman Lopez asked have you calculated then with Finance as to what the expenditures are in purchasing?

Ms. Salomone-Abood asked does Frank have availability to those line items I know that was staying in Finance this year.

Mr. Kevin Sheppard, Deputy Public Works Director, stated as far as expenditures the only expenditures we've had to date are the salaries only. As far as revenues from the P-cards I don't believe we have access to that as Alderman O'Neil mentioned I believe Finance is tracking that and whatever savings there may have been in revenues generated from the P-card.

Alderman Lopez stated so both employees are being paid from the \$200,000... could be get that number I'm sure they're paying for the health care and all that stuff too. How much of that \$200,000 is being taken by the two employees over there so that we can go back to Finance and see what they're doing on the P-card.

Chairman O'Neil asked am I correct that Mindy's salary and benefits were chargeable to the P-card system. Didn't you use to invoice them or a chargeback or something.

Mr. Sheppard stated Mindy's salary was not in our budget this fiscal year so it was charged off to that.

Chairman O'Neil stated but you were paid by Finance for Mindy's salary and benefits.

Mr. Sheppard stated correct.

Chairman O'Neil stated Lisa was...City Clerk was doing the same thing because she was technically in the City Clerk's office so we're probably going to have to go through this...there still is no...technically there is no salary for either employee in your budget this year so we're going to have to do the chargeback through June 30<sup>th</sup>. I think it's going forward with the new fiscal year that the salaries should be included in the Public Works budget.

Mr. Sheppard stated that is already part of our budget...we're making it part of our budget.

Chairman O'Neil stated this is a little bit of a...once we got there this is still a works-in-progress but maybe we can get that information from Finance on the P-cards. Mindy did you want to continue.

Ms. Salomone-Aboud stated the only thing else I had was the SPC printer, copier contract that a committee had been appointed for it and there were a number of meetings and the basic was that it conflicted with our Procurement Code within the matter that there are probably other providers or vendors that could provide the same service to the City. So, if we wanted to move forward with something of that nature put out a request to other vendors.

Chairman O'Neil asked was there any discussion on that item that that's something we might want to consider doing now. I was somewhat...to be honest...somewhat skeptical in the savings that they projected but if it is something that we want to look at for the next fiscal year is that something that we should be preparing RFP's now before the end of this fiscal year and getting it back and all that so we can project that or is it still too early to do that?

Ms. Salomone-Aboud stated certainly if that's something that the Committee wants us to move forward with but there are also other alternatives during those meetings that the departments had come up with with maybe negotiating current contracts that they have on copiers and such.

Chairman O'Neil stated okay then that would be a little premature then.

Mr. Sheppard stated one thing and I think Mindy is looking at is looking at doing that internally versus hiring a consultant to do that work...putting out an RFP... internally with Mindy and Lisa now on staff they can go out to departments to find out what equipment they have and maybe go out for bid or like you said coordinate purchasing.

Chairman O'Neil stated okay, thank you.

Alderman Smith stated I know it's not one of our tabled items but have you talked with the Library they were very adamant about they had a binding contract with another vendor.

Ms. Salomone-Abood stated they were part of the meeting and we heard from everybody. I know a lot of the Library situation is that they have copiers and stuff that they basically don't pay for...it's a pay as you use type thing and it's nothing that they're involved with.

Mr. Sheppard stated I think the bottom line of this...I think one of your tabled items #8 talks about that. Our recommendation to that probably would be to receive and file and refer that to City staff to do further investigation as to what's in the different departments and come forward as to a recommendation for what the City should do.

Chairman O'Neil asked would it be too early next month or do you need a few more months internally to come up with a possible game plan on some options?

Ms. Salomone-Abood replied the spring bid's going out and the office supply contract needs a little more time than that.

Chairman O'Neil asked are the departments going to keep meeting?

Ms. Salomone-Abood replied no believe at this point what we left it at was that we could leave an RFP, we did gather information from the departments about their copier information, what they have out there, we've talked to vendors that have contracts with the City about how departments are either leasing, whether their own, rent or whatever...so, we've already started gathering information on that.

Alderman Lopez stated you've had a lot of discussions with a lot of people...are you having any dissention among them, is everyone in agreement with what's going on...you don't have to answer now but at some point are there some policies that we should be making city wide and it's probably too early but keep that in mind.

Ms. Salomone-Abood stated I think at this point the open discussion has made things move forward better and more amicably. I haven't run into any problems I think it's opened doors

Chairman O'Neil addressed item 6 of the agenda:

6. Communication from Leon LaFreniere, Building Commissioner, regarding zoning enforcement efforts in the Building Department.

Chairman O'Neil asked do you want to summarize your letter, Leon, or do you want to go just to questions...do you have a presentation to make?

Mr. Leon LaFreniere, Building Commissioner replied I believe the letter is fairly self-explanatory. I'm hoping that the information provided therein answers the Committee's questions. I certainly can expand on that in terms of what some of the initiatives of the department currently have underway but with regard to specific questions we distilled them down to those three specific questions are responded to in the letter and I'm prepared to answer any questions that the Committee might have.

Alderman DeVries stated I guess when I look at the second half when you discuss the court cases in the older court case in 2002 the dramatic drop from the accumulated fines \$17,000 and the judge dropped that to \$1,000 and I think even that was...waived is not the right term...suspended, thank you very much...that was suspended so that we recoup none of the investment of time and effort if I read that summary correctly.

Mr. LaFreniere stated that's always part of the challenge with that process yes.

Alderman DeVries asked does this go to the scenario you were trying to bring to our attention that the judicial system isn't always the most supportive of housing code violations?

Mr. LaFreniere replied in this case the delay in time between the individual case and the citations being issued and their final adjudication is the result of the fact that in the court system these violations are exactly that...they're violations and have a lesser status if you will than a misdemeanor. So, if the court...even if someone is found guilty on a violation the court typically does not issue a bench warrant to bring people in to respond to the findings of the court and so if we get

them back in on another issue then we can bring that to the court's attention but we don't have the ability to certainly direct the court as to how they handle these cases once they're before them.

Alderman DeVries stated just not to leave on a sour note with that...there actually was a very good outcome of both of these cases that went to court because the violations were corrected which is really what we're after as a City.

Mr. LaFreniere stated that's an excellent point and you are correct that that's what I tried to illustrate is that the...I think it would be incorrect to assume that the process is a failure or that the citation process itself is a failure if we are not generating a significant revenue stream with the citations themselves. But, their utilization as a tool to leverage the property owner's, property manager's into addressing issues is really ultimately what we're trying to end up with as a result at the end of the day so that in both of these cases we ultimately had compliance and I would dare say that the citation process contributed to the resolution and ultimate compliance in both of those instances.

Alderman DeVries asked is it fair to say, Leon, that part of the reason that there was a recent request to increase the violation fines might have to do with the expenditure of seeing these cases through judicial process where clearly there's Solicitor's time and case preparation as well as Building Inspectors or Housing Inspector time to prepare.

Mr. LaFreniere stated certainly to a point, however, I think there's a recognition among all of the various agencies involved that this type of action should not be perceived as a means of generating revenue because while the individual fines that are levied through the citation process may increase. It may very well be that when they're adjudicated they are adjusted downward which is the prerogative of the court, however, we do feel...I do feel as one of the departments that was involved with the review of that proposal that it will address some cases wherein a violator might choose to just pay a citation rather than fix a violation and that's really what we're trying to get to that there are some cases where the citations are egregious enough...I'm sorry...where the violation is egregious enough where the cost to address them sometimes well exceeds what citation process in it's current and former form might really cost to maintain. In other words it might be cheaper to pay the citation than to fix the building...that's not something that we think is a good outcome. I don't think that's the case in all instances but in some cases it is and I believe that the increase in the fine will provide us with an enhanced tool if you will to get compliance in some of those cases.

Alderman DeVries stated if you could come back to me later I'd appreciate it.

Chairman O'Neil stated I will.

Alderman Lopez stated id didn't bring it with me and I wish I had...the *City & Towns* magazine...you're familiar with that one I presume.

Mr. LaFreniere stated yes I am.

Alderman Lopez stated I was reading in there just yesterday there's new state law the different situation on zoning and it's mandatory that the judges if they go before they have to pay \$250 up to \$550...so you might want to take a look at that and they say it's a different procedure on violators in the zoning ordinance and it's a lot easier to have people comply...so it's a new state law that came out and I wish I would have brought the magazine with me but you may be familiar with it.

Mr. LaFreniere stated I am familiar with it.

Alderman Lopez stated the question I had though if you are familiar with it...how that affects the new ordinance that we put in place if the judge's mandate is given?

Mr. LaFreniere stated it does not affect it at all because it's a different procedure, it's not a procedure that we currently utilize. I daresay that the feedback that I've gotten is such that it may...characterizing it as an easier process may not be exactly appropriate, however, I think there may be some merit there. I'm currently working with both the Solicitor's office and the Ordinance Violations Bureau to investigate implementing that in Manchester...called Local Land Use Citation process and it is something that is underway. We are definitely, actively pursuing an analysis of that at this time and it wouldn't necessarily apply to all of the different things that we cite for but some of the issues that we cite for but it may provide us with an additional tool and leverage for compliance.

Alderman Smith stated Leon we've had an on-going situation over on the west side...Parker Street and Mast Road...we've been after it I'll say I've pursued it for at least five years...the situation still stays the same, he's been given citations...I don't know how many but my concern...not only with that is the placement of garbage and waste out on the City sidewalks. Now, I've brought this up many times and I just got a complaint again today...414 Granite Street, 458 Granite Street and in fact at 458 Granite Street you can't even get the toter to empty it by Highway because it's embedded in snow and ice and then on the Parker Street bridge the containers are still out there today and I took a picture...01/08/07. So what I'd like to ask you is the Highway Department's been tremendous, they've come over and picked it up when they can...I've talked with the Health



Department. I would like to know what your Housing Inspectors are doing or who's going to be responsible for removing that or inspecting those containers outside on the street.

Mr. LaFreniere stated that's something I will take a look at. I don't have specific information on that violation although I am familiar with the properties. Typically the Highway Department has been addressing the citation process and the compliance process with the trash in the right-of-ways and public property but we work very closely with them on that as well as with the Health Department so I will take a look at that and then find out what the story is.

Alderman Smith stated my problem is not with the Highway Department. I probably have 20 or 30 citations issued previously by Mr. Roy, now it's Mr. Croteau but it seems like the same situation, they ignore the citation and so forth and I'd just like to know who's responsibility is it going to be to take the lead because I always call up the Highway Department and I'll call Mr. Soucy from the Health Department but I think it's still a Housing problem because it's out in the City's right-of-way. I know that you have only so many inspectors who inspect inside but I think if you improved the property outside you're going to get better tenants and will be able to clean up and I've been trying to get this Granite Street neighborhood cleaned up for years and I've just about had it up to here and I don't know where to go to now and I don't want to step on anybody's toes but it says right here in the rules and regulations and we're just not following up. We should be taking these individuals to court and if the judges are lenient then we know it's the legal system but we have to do something...Matthew is coming up February 27<sup>th</sup>...I hope that gets resolved after twenty plus years.

Mr. LaFreniere stated I don't disagree with you. There are certain jurisdictional issues with regard to the City ordinances and their construction in terms of which department had jurisdiction on the public property or at least the right-of-ways typically designated to the Highway Department but as I say we do try to work closer with the other departments and I will follow up on these properties.

Alderman Smith asked could you as the department get together with the Health Department and Highway Department and send a letter to me so I know what procedure to go through when I get a complaint from a constituent.

Mr. LaFreniere stated absolutely.

Chairman O'Neil stated Leon I just want to follow up on the point you just made about jurisdictional issues. Is there and this probably is not limited to just you, Mr. Sheppard, Mr. Normand behind me...how can we get where if a Health

Inspector goes out on a particular call and they see other violations...our system requires that everybody has their jurisdiction. How can we streamline that process? Fire's allowed to write a certain citation but the Zoning Inspector or Housing Code Inspector is not. And, I know I'm being very broad but I think it ties into what Alderman Smith says about and you brought it up the jurisdiction issue. Has there been any discussion among the departments that have enforcement authority about how to streamline it.

Mr. LaFreniere stated a lot of the jurisdictional issues stem from the enabling legislation. For instance, the ability to issue citations under the State Fire Code are expressly designated to the Fire Chief through the rules and authority of the Fire Marshall. With regard to things under the Building code and the Zoning Ordinance again there are statutory enabling legislation that provides for how those types of matters will be resolved and designates the staffing situation and who will be responsible...that said, I think that we do work very diligently to streamline that process when it comes to becoming aware of an issue. I don't hesitate to get on the phone to another department nor do they hesitate to the best of my knowledge to get on the phone to me when these issues come up to make sure...

Chairman O'Neil stated I don't think that's the problem. I think there has been good inter-departmental cooperation but it still requires, it's almost...the NET Team is an offshoot of it. The fact that we have six or seven departments, Matt, represented on NET...six departments represented on NET because of the jurisdictional issues where they go out together and I think that's great and I think NET has been effective because generally speaking I think in the majority of their visits one of the departments has written a citation if that's the correct term for some issue...it might be health on one site, it might be fire and building on another, it could be business...the City Clerk and Police on another...it's something I'd like to see if we can...it ties into the cross training internally within your own department. I don't lay that solely on you but I think it's an issue just in the fact it slows down the process...it's not intentional I think in many cases it works very, very successfully but there's still...one of your people might hand off to somebody at Highway who hands off to somebody at Health let's say. There is a possibility of fumbling the ball. Is there a way we can streamline that? Again, NET is part of that but we're staffing NET with...every employee that's on NET has other responsibilities so if we had people just dedicated to code enforcement and I'm not talking necessarily Building Code in electrical or plumbing or structural but I'm talking just code enforcement I guess we'd knock down that barrier. So, I just throw that out it's something maybe the departments need to have a discussion on. Now, specifically, within your department you note the cross training and is there a lot of cross training required. In the first paragraph

you talk about cross training when that issue came up of the Housing Code Inspectors, for instance. But, then we're already seeing that in 2006 the Housing Code Inspectors wrote 91 citations for zoning issues. So, it already exists, correct.

Mr. LaFreniere stated absolutely.

Chairman O'Neil stated I don't know why we had a hard time drawing that out...not from the department.

Mr. LaFreniere stated to be completely honest with you I think that there was a miscommunication. I was not at a committee meeting I think it may have been over the summer or something I was away and Max Sink from my office covered the meeting. There may have been a miscommunication by putting out the term cross training because in the context of something that was a new initiative because this is something that's been on-going for many years and in fact has expanded as time has gone on and most recently in the last year since this has really been talked about we've made additional investment in having all of the inspectors looking as broadly as possible when they're out in the field. We have essentially, we have a number of different trades that are represented in terms of our inspection personnel...we have the Housing Inspectors who are multi-disciplined so they're all out there looking for issues within their individual context but the fact that we have all those eyes out there is a resource that we can't ignore and in fact in the vein of efficiency we have to make use of our resources in the form of staff as efficiently as possible and we've been doing this for years on the structural side of the department wherein the Electrical Inspector will pick up plumbing inspections because he's been cross-trained to do that if it's within the context of his...

Chairman O'Neil interjected cross training's a broad term.

Mr. LaFreniere stated it is and that sort of thing has been going on for years and in an effort to if we can send one person out to clear a property as opposed to two or three people then obviously that's a more efficient use of resources. On the Housing Standards side of the house we are putting additional emphasis on those inspectors looking at these issues...the zoning related issues but they have been doing that for some time and what we've done is not necessarily cross-trained them in the context of providing training sessions or anything but explained the additional issues and items that we expect for them to be looking at and what they are, what constitutes a violation, what does not and how it has to be resolved so that's something that is an on-going process.

Chairman O'Neil stated I know one of the successes of the Certificate of Compliance of which the...inspectors...one supervisor and four inspectors, correct.

Mr. LaFreniere stated yes.

Chairman O'Neil stated one of the successes is that many times they don't end up writing...there can be a follow-up inspection meaning they find one, two, three, four, five items before a citation is issued, the owner is given a reasonable which it generally...my experience with the Certificate of Compliance is not a long time but they're given a period of time to make the necessary corrections. Is that a true statement?

Mr. LaFreniere replied that is true and it varies depending on the nature of the violation, of course.

Chairman O'Neil stated the fact that they may be writing in 2006...specifically the five Housing Code Inspectors may have issued 91 citations for zoning related issues in fact they may have played a bigger impact in those 91 because I'll say I'm a Housing Code Inspector and I go out to a certain address and I see an abandoned vehicle and I believe when they do Certificate of Compliance the owner or somebody representing the owner has to be present is that correct.

Mr. LaFreniere stated that's correct.

Chairman O'Neil stated the Housing Code Inspector may say you need to take care of that car and there may be a follow-up not necessarily on the zoning issue of the abandoned vehicle but regarding the Certificate of Compliance and when they come back that issue is taken care of so that is not necessarily reflected in those numbers, that in fact could be issued resolved higher than 91 if there zoning related issues by Housing Code Inspectors.

Mr. LaFreniere stated that's definitely the case and as I stated before this Committee and in public session many times the citation process is really a tool of last resort almost, if you will, for us in terms of getting compliance and the number of things that we cited for over that time greatly exceeds the number of citations that we've issued. We only issue citations when issues were not corrected within the timeframes that they were directed to be corrected in.

Chairman O'Neil asked do you flag at all and I'll go a little bit to technology in a minute but when you...is there any way to track the need...can you go on your

computer system and print out in the month of January we had...I'm going to make this up...120 inspections by the Housing Code people, 20 of them required follow-up...are you able to track that on your computer system?

Mr. LaFreniere replied we can track how many properties have been inspected, we can track raw numbers of violations but we can't currently track but we are working on making adjustments within HTE to track the blocks of information that would help us provide a more complete statistical model for our internal use as well as for the Aldermen in information like what type of violations are we seeing out there, are they concentrated in certain areas, how many citations are issued for certain types of violations.

Chairman O'Neil stated so the fact that it's hard to gather that type of information then it's hard to gather how many verbal situations that the Housing Code Inspectors...because I think that the Housing Code Inspectors are critical to this whole quality of life issue and I think it's one of the best programs in the City. So, it's hard to actually document how many times they're able to make change without writing a citation related to zoning issues.

Mr. LaFreniere stated not just zoning issues. It's hard period to put that information together the way that the system was originally constructed and this is kind of a new world for us in terms of bringing the code enforcement on-line and tracking our housing code enforcement efforts in HTE. It was the last module that we brought on-line and it really wasn't tailored specifically for what we use it for. That said we do feel that there are adjustments that can be made and that's exactly the type of information that we are trying to capture now. We want to be able to identify how many of these things were corrected with a phone call, how many have been corrected with a visit, how many were corrected in two visits, how many required additional measures such as a citation or some other legal measure.

Chairman O'Neil stated that's all aspects of your department both what you call the structural side is the Electrical Inspector, the Plumbing Inspector, the Mechanical Inspector, the Zoning Inspector is on that side, correct.

Mr. LaFreniere stated that's correct.

Chairman O'Neil stated as well as the Housing Standards side.

Mr. LaFreniere stated yes that is correct.

Chairman O'Neil stated the one thing that I do remember at that meeting and I think it was in the summer that...I think there was a suggestion and I'm not sure what has happened. I think regarding your department you handle an awful lot, I think you handle the same piece of paper too many times and I was trying to think of a good example and I don't want to get Kevin Sheppard into the middle of this but I remember when the consultant did the school facility assessment they used these little PDA (personal devices) and the report they generated off of that was that thick a couple of times probably. They just went around and hit...they went around to the schools, they plugged it in at the end of the night and it was downloaded and I think if I can make any recommendations is I think the department really has to work with Information Systems because I think we handle a piece of paper on an address too many times. I'm aware of at least three, it can be more because the inspector takes field notes...it doesn't matter whether it's the structural side or the housing code side they take a field note, then they have to fill out the official report that says they did the inspection, then they either input it into the system themselves or an administrative person does that and there may be another step in there that I'm missing and I really think that technology would help us work better and I think it would allow us to follow-up on these properties a lot better. I think the employees are doing a fantastic job...housing code especially. But, I do think that technology has to be taken to a new level at the department, I really do and I think you need to work with Jennie on that and I for one am ready to commit funds if that's what's necessary because I think that creates a lot of this why we miss opportunities sometimes is because of the tracking of all of this and maybe there's a way we can tie the other departments in so we create a true summary of an address...Building Department has written "X" number of citations, they have a number of other verbal warnings or whatever it may be and we may find Health Department...I think now it's kind of over here, it's over here and we have to manually gather it so I would strongly encourage that you work with the Information Systems Department to see what technology is out there that would help make the system a little more efficient. I just think paperwork is and I have no interest in reducing number of staffing. I think we can actually get out if we move to that we can get out to more properties. The other thing that I think was...and I don't think it was intentional but I think the system that's set up now gives inspections...again especially in the housing code side but it could be on your structural side as well...references and address...1001 Elm Street (might not be a good example) but an address. But, there could be 12, 24 units within that address...the Electrical Inspector could be out and it will show he's only done two inspections that day but he actually inspected 24 units at one address. So, I think that part of the reporting needs...I think when you put an address out it doesn't truly reflect what may be involved...it may be units is a better way of tracking it. Does that make any sense?

Mr. LaFreniere stated yes I think it does. When trying to craft a true picture for somebody who's not in the trenches doing it everyday so they understand what these individuals are doing and how the time is spent. Obviously one inspection or five inspections a day even doesn't necessarily reflect how much time they're spending and what they're doing on those various five sites.

Chairman O'Neil stated the number of units to me is a very critical number...how many units are we actually inspecting. I think that's about it on my side.

Alderman Smith stated I realize it's a matter of enforcement but I have one address and I can't understand why it hasn't been corrected...406 Granite Street... now I have information...we know who the owner is, I've complained since September and in fact I'm surprised the Fire Department doesn't condemn the building. It's vacant, windows are broken, it's devaluing the property around West Street the people that take care of their homes, I've brought this up numerous times and I'm sure other people have too. But, if you go over there tomorrow the same situation is there that was in September. So, this way we don't need technology...it's 406 Granite Street...I've been harping on it since Day 1 and I want something to be done...I'm sick and tired of going to Granite Street every single day. I'm not a Housing Code Inspector but I can give you addresses...if anybody wants the addresses on West Street or Granite Street I'll give them to you...I go there every day. I get calls every day because some people are very concerned about their property and if you go down to the other end of Granite Street beautiful homes. Like I say something had better be done or someone is going to be held responsible. It's either going to be a safety hazard (fire)... sanitation somebody getting hurt with needles in the garbage bags or something along that line so I hope you address it immediately.

Alderman DeVries stated I know it's always a pleasure following you because I don't feel so long winded after you've had an opportunity to speak. That being said I just wanted to ask...just a final round of questions on the two court cases because in what the five yes...to have two court cases rise to the occasion or two cases rise to the occasion of going to court I would assume that there might have been something significant and I'm wondering was that life safety code violations that put these two cases in court.

Mr. LaFreniere stated in the first case that I cited was exactly that...it was housing code issues and life safety issues as well as some sanitation issues. On the second case was a commercial property primarily dealing with unregistered vehicles, setback encroachments and that sort of thing.

Alderman DeVries stated you might find it interesting that today there was a hearing of a bill but I'm not sure yet what sort of conflicts but to make all of the Building Code a misdemeanor was a public hearing that we had today and I'm not sure if that would help clear up some of the issues you have in Manchester but it certainly was an interesting public hearing.

Mr. LaFreniere stated it would have a significant impact on how these cases were treated when they were adjudicated at the District Courts. It does raise some other issues but I can tell you that if you're looking for just one thing to do that raises the ante, if you will, that certainly would do it.

Alderman DeVries stated and certainly one of the issues was a cost that cost with public defenders that goes with that.

Alderman Lopez stated on the GIS in comparison to the Assessor's office and the Building Department now that we went through a complete revaluation the photographs that are on the GIS is that the same that is on the Assessor's right. Have the Assessor's provided you any data on the data cards that they found in the revaluation should have gone to the Building Department to make sure to cross check to find out whether or not there was additional stuff built on the property that you didn't have or cross checks in that area. I know that it would be a long process to make sure...I bring that up for the simple reason I had lunch with an individual today and a guy came up to us and said that he can't sell an apartment now because it's a two-family...it was listed under the revaluation as a two-family and he was listing it as a single-family. I'm sure you've run into those over a number of years that you've been here or there's been a driveway in an area or a shed up in an area where they didn't have a permit for it and such. So, I guess the question is are the Assessor's working with you to bring you up-to-date on the revaluation of all of the property in the community that built other things on to make sure that they had a permit and that we're getting the true picture...if that makes sense to you.

Mr. LaFreniere stated I think it does. The Assessor's haven't specially identified that type of information for us. It's certainly information I suppose is available were we to review each property and identify what it looked like in terms of permit status at the last point it had permits to present condition upon which the current valuation was set. If that comparison was done I'm sure that we would discover a lot of properties that probably had changed during some timeframe but it has not been specifically brought forward...that discussion has been held although in the past and it would be a pretty monumental task because you have to investigate each property individually but the Assessor's have felt strongly that



their role is not to determine what's taken place legally or illegally in the context of other City ordinances but only to determine what exists upon which they can set a value.

Alderman Lopez stated so you have an obligation as the Building Department to send the permits down to them.

Mr. LaFreniere stated yes we have as long as I've been around they've been copied with all permits.

Alderman Lopez asked do you use a lot of the GIS or your people use a lot of the GIS as far as looking at it and saying okay this hasn't been authorized or had a permit or would you take action then?

Mr. LaFreniere stated typically what happens is where you utilize the GIS system when we're trying to determine what the status of a property is. That could be when somebody comes in for a permit, it could be when somebody files a complaint against a property or even when we are doing one of our proactive enforcement or inspection measures. If we go out to look at a property or something that is identified by an inspector that causes us to research a property we do utilize the GIS system at that time. The GIS system provides us certainly with some extremely valuable information in the area of aerial photographs that show building appendages and parking areas and out buildings and swimming pools and all that sort of thing and it does have other information regarding square footage of buildings as has been estimated by the revaluation team. So, we do utilize that.

Alderman Lopez stated maybe I'll have some conversations with the Assessor's because I think information ought to flow both ways...they have a data card and if something has changed on a data card from the revaluation they should be notifying you as the Building Department to make sure everybody's equal. So, I'll have some discussions with them. Thank you.

Chairman O'Neil stated I don't know if I should ask this of Matt or of you but can somebody just provide a list for us of what departments...without going into a complete detail...but a summary of types of issues that each department can provide, has enforcement responsibility for. Secondly, within that same report there are...we seem to focus exclusively on the landlord but there are some issues that departments can cite the tenant. For instance, the Fire Department am I correct on that.

Mr. LaFreniere stated yes and in fact we will, on occasion, cite the responsible party I think is the terminology that's used.

Chairman O'Neil asked so can we get a list of what those types might be typical that a tenant can be cited versus whether it's your department or another department and I think in asking that coming from me I'm asking for all the departments to help you out with this but I prefer this isn't a month out that we get this report back. But, somebody pointed out to me that the Fire Department recently wrote up tenants for violations. They took the batteries out of the smoke detectors or they manipulated the smoke detectors or something and it was actually the Fire Department and I don't know if that's under state law or if that's under an ordinance...they had the power to do it. It might be under state law.

Mr. LaFreniere stated under our citation ordinance we can cite the responsible party.

Chairman O'Neil stated Building can.

Mr. LaFreniere stated sure. We have to determine who the responsible party is and if it's in the case of something a tenant's done say a sanitation issue or something we can cite them.

Chairman O'Neil stated that type of information might be helpful to us...who has what strength under the violation and a couple of other things. It might make some sense but at the next meeting I'll tell you one of the best kept secrets in the City of Manchester is a lot of people don't know about the Certificate of Compliance program and we've five people dedicated to that. We may want to have a presentation and introduce the five people to the Board. It's such a success; it's one of the best-kept secrets in the City of Manchester. We get very few calls on it, it works, it's effective, the safety of the public is better because of it and I think living conditions within many of the buildings are much better because of the Certificate of Compliance program. So, I don't know if the next meeting is the appropriate one but it may be good to have a general introduction of the Certificate of Compliance program because I don't think a lot of people have a full understanding of it and maybe have the staff here. They may see these people and not know what they do. Thirdly and finally we need to bring this back home to one of the major issues...the zoning enforcement and we can't lose sight of that. We've talked about how the Housing Code Inspectors can help out with it and they've written 91 violations in 2006. There probably were other changes they brought regarding zoning issues without writing violations but we can't lose focus. We need to know those numbers, what are we doing regarding zoning issues and you list...I believe these are zoning issues...work performed without permits...

sign placement, fence, corner clearance, abandoned cars is a huge issue in the City of Manchester, front yard parking is a major issue in the City of Manchester. So, I think we need to start getting some data on that, get away from the Housing Code Inspectors, get some data on what are we doing to make changes specifically for zoning enforcement in the City. That's where this whole discussion started last spring was zoning enforcement.

Mr. LaFreniere stated I agree.

Chairman O'Neil stated we know the NET team is out there but we do have people assigned full-time to this. Are we making any strides in the area of zoning? Are there any further questions? Thank you, Leon.

### **TABLED ITEMS**

7. Communication from Mayor Guinta requesting consideration of the establishment of a Department of Administrative Services.  
*(Tabled 01/09/2007 pending further information from Human Resources.)*

This item remained tabled.

8. Recommendation from departments regarding contract for centralized copier purchasing.  
*(Tabled 01/09/2007)*

On motion of Alderman Lopez, duly seconded by Alderman Smith, it was voted to remove this item from the table for discussion.

On motion of Alderman Lopez, duly seconded by Alderman Smith, it was voted to receive and file item 8.

There being no further business to come before the Committee, on motion of Alderman Lopez, duly seconded by Alderman DeVries, it was voted to adjourn.

A True Record. Attest.

Clerk of Committee